Program # 78019 - FREDS Records Section	Version 6/16/2011 s

Lead Agency: Department of County

Program Offer Type: Internal Service

Related Programs:

Program Characteristics: Climate Action Plan

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Executive Summary

Records Management supports County agencies and the public in maintaining public records in accordance with operational, legal, fiscal and public access needs.

Program Description

The program supports public records compliance by developing and maintaining retention schedules for all departments in a manner that meets legal and operational requirements while lowering costs, currently tracking approximately 2,500 record series. It maintains over 120 million documents in a centralized Records Center, including the County's historic archives dating back to 1855, as well as hard copy, microfilm, and electronic records. Storage of these records reduced the need for office apace storage by over 51,000 square feet in FY10. The program also recycles large volumes of public records (69 tons in FY10) in a sustainable manner that ensures confidentiality.

In addition to serving as the County's Privacy Officer, the program provides training and consultation on electronic records keeping, document conversion, agency moves, complex public reference and referral questions, records preservation, and records management best practices. Archival research activity grew by 35% in 2010, while the program continues to provide support for electronic record initiatives related to SAP archiving, DART image conversion, disposition of legacy electronic databases, email archiving, District Attorney imaging, and the transition to Google Apps. Regarding the latter, the program developed one of the first comprehensive public email "cloud" migration guidelines in the country. The program also continued extensive internal improvements, including a re-engineering of plat map processes that increased storage capacity by 20% and significantly reduced process time. Utilizing a recently hired Electronic Records Management Analyst, the program is developing training on effective desk top records management, improving it's extensive web content, and developing procedures to manage electronic content in compliance with public records law.

These efforts contribute to the Climate Action Plan activities related to local government operations, item number: 18-8

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY09-10)	Current Year Purchased (FY10-11)	Current Year Estimate (FY10-11)	Next Year Offer (FY11-12)
Output	Retrievals, Refiles and Interfiles (Record Actions) Performed	15,046	13,500	14,000	13,500
Outcome	% of Current Retention Schedules (Updated within the last 5 years)	83.0%	80.0%	83.0%	85.0%
Output	Boxes, Microfilm Rolls, Maps and Plans Maintained in the Records Center	99,498	99,000	93,000	93,000
Quality	% of Records Retrievals Delivered to Customer Within 1 Business Day	99.0%	98.0%	96.0%	98.0%

Performance Measure - Description

Reduction in items stored related to shipment of security microfilm to State Archives, and elimination of redundancies in plat map system.

Legal/Contractual Obligation

ORS 192 and OAR 166 outline public records mandates for the Records Officer, microfilm, imaging, storage, retention, and access. 45 CFR 164.530(a) mandates the HIPAA Privacy Officer, responsible for the privacy of personal health information. Executive Rule 301 assigns retention schedule function to program.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2011	2011	2012	2012
Personnel	$0	$403,322	$0	$406,945
Contracts	$0	$29,074	$0	$22,500
Materials & Supplies	$0	$31,271	$0	$31,977
Internal Services	$0	$350,226	$0	$393,880
Unappropriated & Contingency	$0	$34,799	$0	$45,016
Total GF/non-GF:	**$0**	**$848,692**	**$0**	**$900,318**
Program Total:	**$848,692**		**$900,318**	
Program FTE	0.00	3.40	0.00	3.40
Program Revenues				
Fees, Permits & Charges	$0	$715,817	$0	$715,817
Other / Miscellaneous	$0	$132,875	$0	$184,501
Total Revenue:	**$0**	**$848,692**	**$0**	**$900,318**

Explanation of Revenues

Records Management is funded by an allocation system through the Distribution Fund. Total program costs are allocated based on each department's share of the number of boxes stored, boxes brought into the Records Center (accessioned), and record actions performed in FY10.

Significant Program Changes   ✔ Significantly Changed

Last year this program was:

In response to increasing demands for electronic records management support, the program added a limited duration Electronic Records Management Analyst in FY11. This position is currently focusing on e-records training, disposition processes for legacy/archival electronic records, and improvements to the program's web resources during the transition to Drupal web maintenance. Anticipated FY12 projects include improvements to retention schedule design for e-records compliance, and development of systematic archival processes for improved on-line public access to archival resources, and accessioning/preservation of electronic records.